

FRESNO, CALIFORNIA
CLASS SPECIFICATION

UTILITIES CUSTOMER FIELD TECHNICIAN

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FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Utilities Customer Field Technician is the first and entry level in a four-level Code Compliance Utilities series. Incumbents are responsible for performing utility service functions in the field and dealing with customers face-to-face for billing and collection purposes, including turning on and shutting off water, meter reading, and inspecting property to verify that services and charges are correct.

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Deleted: providing assistance to the public regarding water, sewer, and storm systems and procedures and providing basic technical support to Engineers.

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The Utilities Customer Field Technician is distinguished from the Utilities Customer Field Specialist, who is responsible for performing more complex research and assignments associated with utility services.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

- Operates and maintains a variety of tools, equipment, and vehicles utilized in utility customer service operations, including hardware and software related to job duties.
- Implements water turn-ons and shut-offs in accordance with established practices, policies and procedures, with an emphasis in dealing with face-to-face customer service issues in a professional and non-confrontational manner.
- Responds to requests for service calls, prioritizing and determining most efficient routing to ensure completion of tasks within specified timeframes.
- Performs a variety of administrative support activities in support of division operations, which includes: processing mailings; research computerized records; maintaining records; issuing delinquent notices; processing and collecting overdue payments; reporting hazards encountered in the field; and/or, performing other related activities.

Daily
30%
(Actual
Weekly:
80%)

Daily
20%
(Actual
Weekly:
50%)

Daily
10%
(Actual
Weekly:
10%)

Daily
5%
(Actual
Weekly:
10%)

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5.	Collects water meter reads by driving <u>and/or walking</u> a specified route within the City. <u>Performs minor water meter maintenance.</u>	Weekly 25% (<u>Actual</u> <u>Weekly:</u> <u>30%</u>)
6.	Inspects properties for billing purposes, including private hydrants and sprinklers, domestic <u>and</u> irrigation-only metered service, square footage of flat rate parcels, bins, sewer or septic service, well service, and <u>inquiries, problems, and/or</u> complaints associated with high <u>or low</u> consumption.	<u>Actual</u> Weekly: 5%
7.	Performs other duties of a similar nature or level.	As Required

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5%

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Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and one year of customer service experience are required;
OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Minimum two years driving experience preferred.

Licensing Requirements (positions in this class typically require):

- Basic Class C License.

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Knowledge (position requirements at entry):

Knowledge of:

- Applicable tools and equipment utilized in assigned area or responsibility;
- Mathematical concepts;
- Customer service policies, principles and practices;
- Basic geography;
- Utilities services system operations.

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Skills (position requirements at entry):

Skill in:

- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Using computers and applicable software applications
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, crouching, pulling and pushing.

Very Heavy Work: Exerting up to 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Incumbents will be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils and travel.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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Classification History:

Draft prepared by Fox Lawson & Associates (LM)
Date: 12/2007